

# Tamer Salem

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## Professional Experience

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Feb 2021 August 2020	<b>General Manager</b> <b>BHT Hospitality Services &amp; Supplies</b> Hospitality & Residential Services and Supplies Resigned for a new opportunity in KSA Hotels Management
March 2020 Dec 2019	<b>Executive Assistant Manager</b> <b>Nubia Aqua Beach Resort</b> , Hurghada. EAM – Deputy General Manager 456 Rooms, Suites and Hotel Apartments In Charge of the Resort General Operations & Managing the Hotel. General Closure due to <b>CORONA Virus Pandemic</b>
Nov 2019 May 2019	<b>Hotel Manager</b> (Pre-Opening & Post-Opening) <b>THE G Hotel</b> , North Coast, Egypt <a href="#">Luxury Lifestyle Hotel</a> , Fixed Term Contract Managing Hotel Set Up, Furnishing, Pre-Opening, Opening & Post-Opening Operations Budgeting, SOPs, Revenue, Pricing & Sales Plans.
April 2019 April 2018	<b>General Manager</b> (Pre-Opening & Post-Opening) <b>Rove Jeddah Hotel</b> Hotel General Manager reporting to the Owning Co. Managing Hotel Set up, Furnishing, Licensing and Opening procedures Yearly budgeting, SOPs, Sales Plans & Pricing, Hiring Process, and Hotel Operations Setting Hotel Development strategy and new Projects Plans Hotel Pre-opening Certificate
April 2018 March 2016	<b>Business Development Manager</b> <b>Maarefah Management</b> , (UAE & Egypt) Managing Corporate Business Development, Reporting to the CEO Pre-Opening Team member of the NEW Regional Office (Cairo, Egypt) Handling Corporate Sales & Contracting.
Feb 2016 Jan 2014	<b>Hotel Manager</b> <b>Boudl Hotels and Resorts</b> , Riyadh, KSA Managing Hotel Operations, Reporting to the Regional General Manager. Setting Business Development Strategies, Quality of Service, Pricing and Sales Plans Achieved & Exceeded set Revenue Targets & Level of Guest Satisfaction
Nov 2013 July 2013	<b>Front Office Manager</b> (In charge of Rooms Division) <b>Porto World Hotels and Resorts</b> In Charge of the Rooms Division. Reporting to the Area General Manager. Resigned for a new opportunity in KSA
May 2013 July 2011	<b>Front Office Manager</b> <b>Radisson BLU Hotels</b> , Alexandria, Egypt Managing the Front Offices Department Managing Customer Satisfaction Management Program & Application Managing & Controlling Quality of Service Application & Program Certified <a href="#">Leading YES I CAN! Hotel Trainer</a> (Hotel Trainer Diploma) Achieved yearly Best Department of the Hotel for 2 years Achieved Highest Customer Service & Satisfaction score for 2 years
July 2011 Feb 2009	<b>Business Operations Manager</b> <b>WoodFace</b> ( <a href="#">European-Egyptian Joint Venture</a> ) Fully Trained in <b>Prague, Czech Republic</b> . Setting & Opening the Regional MENA Office at Cairo, Egypt. European Company Specialized in Designing & Manufacturing Hospitality & Modern Furniture Managing General Operations & Production, Supervising Technical Designing & Sketching Managing Corporate Sales & Contracting, and Show Rooms. Business general closure after 2011 Crisis.
Feb 2009 Oct 2007	<b>Front Office Manager</b> <b>Continental Garden Reef Resort and Spa</b> , Sharm El Sheikh 5 Stars, 422 Rooms & Suites Managing Front Offices Operations Reporting to the Director of Rooms.
Sept 2007 Sept 2006	<b>Front Office Assistant Mgr.</b> <b>Rotana Hotels and Resorts</b> , <a href="#">Grand Rotana Resort &amp; Spa</a> , Sharm El Sheikh 5 Stars Luxury Hotel, 480 Luxurious Rooms, Suites & Royal Villas Managing Front Office Dept. Operations. Acting Assistant Front Office Mgr. Appreciation Letter from the Hotel Management and the General Manager

Sept 2006 **Front Office Assistant Mgr.**  
 July 2005 **Radisson SAS Resort, Taba, Egypt**  
 Acting Assistant Front Office Mgr.  
 Managing Front Office Dept. Operations & Front Office Departmental Trainer.

July 2005 **Front Office Shift Leader**  
 May 2004 **Intercontinental Hotel Sharm El Sheikh**  
 Supervising the Front Desk  
 In charge of Front Desk Night Shift Operations & Auditing  
 Performing Night Manager Tasks & Duties.

May 2004 **Front Desk Shift Leader**  
 Dec 2002 **Concorde El Salam Hotel & Spa, Sharm El Sheikh**  
 Performing and Supervising the Front Desk duties.  
 Thanks Letter from the Hotel Management & Thanks Letter from the GM

Nov 2002 **Front Office Agent**  
 April 2000 **Iberotel Grand Sharm Hotel Sharm El Sheikh**  
 Performing all the Front Desk and Reservations duties and tasks.  
 3 times Best Employee of the Front Office Dept.  
 Thanks Letters from the GM for Achieving the "TUI HOLLY Award"

**Education** BA - English Language and Literature

**Languages** Arabic / English Native – Fluent  
 French / German / Italian Limited to Hotel Business.

**Technical** Property Management Systems (Opera PMS, Fidelio PMS and Fidelio Suite 8)  
 Micros & PMS Configuring and installing support  
 MS Windows, MS Office & Outlook; Linux OS.  
 Medallia Customer Experience Management System & Application  
 Fire Alarm System, AutoCAD 2D, True Space Designing System

## Trainings & Courses

Certified Leading YES I CAN! Hotel Trainer Diploma  
 Modern Management Trends  
 Front Office Management  
 Professional Management Training in Service Excellence  
 YES I CAN, 100 % Guest Satisfaction Guarantee Training  
 Hotels And Resorts Management: Hospitality Operations  
 Hotel Management: Distribution, Revenue & Demand Management  
 Brand Management: Aligning Business, Brand and Behaviour  
 Hospitality Management – Hotel Operations  
 Hospitality Manager: Leadership  
 Operations Management Foundations  
 Train the Trainer  
 Improving Hospitality Business Operations  
 Health and Wellbeing in Hospitality  
 Dale Carnegie Soft Skills Training

Up Selling Techniques  
 Leadership and Supervisory Skills  
 Fire Fighting & Fire Alarm System  
 Enhancing Listening Skills

Handling Guest's Complaints  
 General Body Hygiene  
 First Aid Course  
 Pride as Service Provider

(Radisson BLU Hotels - Business School)  
 (Ministry of Tourism, Egyptian Tourism Federation & the Hotel Association).  
 (Ministry of Tourism, Egyptian Tourism Federation & the Hotel Association).  
 (Ministry of Tourism, Egyptian Tourism Federation & Intl Development Ireland).  
 (Radisson SAS Hotels)  
 (Coursera – London Business School - Online Learning)  
 (Coursera – ESSEC Business School - Online Learning)  
 (Coursera – London Business School - Online Learning)  
 (Alison Online Studies - Online Learning)  
 (American Hotel & Lodging - Online Learning)  
 (LinkedIn Learning - Project Management Institute, Inc. - Online Learning)  
 (LinkedIn Learning - Online Learning)  
 (TYPsy – Institute of Hospitality - Online Learning)  
 (TYPsy – Institute of Hospitality - Online Learning)  
 (Dale Carnegie Institute of Training)

Exceeding Guest's Expectations  
 Guest Service Skills  
 Telephone Manners  
 Gentlemen Serving Ladies & Sexual Harassment

## Personal Data:

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**Best Regards**  
**Tamer Salem**